

## LABORATORY SERVICES MANAGER

**POSITION SUMMARY:** The Laboratory Services Manager provides general oversight and direction to the technical staff in the Utility Department laboratory sections located at the Donald K. Shine Drinking Water Plant and at the Clean Water Plant. This is a professional position and is responsible for the overall coordination of the delivery of high quality laboratory services for the Utility Department and for other departments of the City in the interest of public and environmental safety, and regulatory compliance. The Laboratory Services Manager also functions as a regulatory affairs specialist for the Utility Department.

**SUPERVISION RECEIVED:** Work is performed under the direction of the Director of Utilities and the Utility Plant Superintendents.

**SUPERVISION EXERCISED:** Overall direction of the laboratory staff consisting of chemists, laboratory technicians, laboratory aides, trainees and interns is exercised directly, or through the chemists or other designated staff located at each facility.

**ESSENTIAL JOB FUNCTIONS:** *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Oversees laboratory operations and quality control/quality assurance programs to maintain laboratory certification and data quality requirements.
2. Develops long and short-range operational plans for laboratory operations.
3. Recommends operational strategies and procedures based upon research projects and laboratory data and reports.
4. Develops and recommends policies and guidelines related to the laboratories.
5. Monitors costs for the delivery of laboratory services and makes decisions on the most cost effective manner to secure or provide required services.
6. Maintains current knowledge of regulatory affairs and regulatory compliance as related to the overall Utility Department operations.
7. Prepares written correspondence on projects, regulatory compliance monitoring, planning and operations.
8. Interfaces with regulatory officials, City officials, customers, wholesale customer representatives and the public, to disseminate and acquire information related to laboratory test results, laboratory projects, utility operations regulatory requirements and compliance monitoring.
9. Maintains positive working relationships with departmental staff, other City departments, regulatory officials, wholesale customers and other agencies.
10. Develops, administers and monitors the laboratory budgets for both the Drinking Water Plant and the Clean Water Plant.

11. Responds to concerns from citizens, businesses and other City department and investigates and reports on water quality and water delivery (pressure and/or flow) complaints.
12. Keeps records of sampling schedules and analytical data to ensure compliance with regulatory directed sampling and testing programs and prepares reports and correspondence.
13. Demonstrates effective communication skills, both written and verbal and represents the department in presentations.
14. Stays abreast of new technology and developments in the field.
15. Promotes safe work practices.
16. Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES:** *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A Bachelor's degree in the chemical, environmental, biological sciences or related field from an accredited institution. Advanced education in a technical area or advanced education and training in management. An equivalent combination of education, training and experience may substitute for the degree requirement.
- B. Must have responsible work experience in a laboratory environment and have recent management or supervisory experience.
- C. Thorough knowledge of the modern principles and practices of bacteriological testing of water, wastewater, soils and solids.
- D. Thorough knowledge of wastewater treatment plant and collection systems operations and water treatment plant and distribution system operations.
- E. Knowledge of solid waste disposal and biosolids land application programs.
- F. Possession of an MDEQ Wastewater Plant Operator and/or Water Plant Filtration Operator's license. Progression through the licensing to the highest levels achievable is highly desirable.
- G. Demonstrated ability in applying strategic planning to prioritize and set goals.
- H. Demonstrated ability to prepare and administer complex budgets.
- I. Possesses advanced skills in the use of word processing, spreadsheet and database management programs and statistical methods for data evaluation.
- J. Demonstrated ability in assembling and presenting accurate records and reports.
- K. Communicates effectively and presents ideas orally and in writing for varied audiences.

L. Has established effective working relationships and uses good judgment and resourcefulness when working with staff, the public, regulatory agencies and other governmental agencies.

M. Possession of a valid, unrestricted Michigan motor vehicle operator's license.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee is frequently required to stand, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and move items of considerable weight. Bending and stooping are also frequent requirements.

While performing the duties of this job, the employee regularly works in a business office setting and occasionally in the laboratory or in the field. The noise level in the work environment ranges from quiet in the office to noisy in the field. While working in the field, circumstances may occur that may be strenuous and may involve working with bio-hazardous and/or hazardous materials and require the donning of appropriate protective gear. The employee may be exposed to uncontrollable environments and circumstances, which may include working in confined spaces, at various heights and in all types of weather conditions. The employee is required to drive in inclement weather.

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